

# INTERVIEWS THAT WORK 2.0

**Better Resources - Better Interviews - Better Hires -  
Better Teams - Better Government - Better Missouri**





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# MEET THE MO HIRING SQUAD



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# What has been done to conduct better interviews at the State of Missouri?

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MLA Class 3 Fall 2019 created "Implementing Interviews that Work Playbook" for Hiring Teams and HR



Dept. of Natural Resources created a pilot training with their staff that was implemented in March 2021



# WHAT ARE TEAM MEMBERS SAYING?

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OUR RESEARCH SHOWED:



DNR staff indicated they do not remember the training from 6 months ago



HR Department managers indicated they were not using the Playbook

# WHAT ARE TEAM MEMBERS SAYING?

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*Create sample  
interview questions*

*Provide materials to hiring  
managers (not training)*

*Use best practices*

*JUST DO BETTER, MISSOURI*

*Keep refreshed on how to  
interview*

*We need competency, timely  
action, and mutual respect*



# WHAT BARRIERS ARE INTERVIEW TEAMS FINDING?

Lack of accessible tools/resources for Hiring Managers and Interview Teams



Not knowing what to say or write during the interview



Lack of guidance on interview do's and don'ts



# HOW CAN WE REMOVE BARRIERS FOR INTERVIEW TEAMS?

01

PROVIDE SIMPLE AND ACCESSIBLE TOOLS

02

INTERVIEWING TOOLS WEBSITE:

<https://intranet.state.mo.us/labor/interviewing-tools/>

# + WHERE DO WE GO FROM HERE?

MARCH  
2022

WORK WITH OA DIVISION OF  
PERSONNEL TO LAUNCH AND  
MAINTAIN WEBSITE

MAY  
2022

LAUNCH WEBSITE & BEGIN  
SPREADING AWARENESSTO  
ALL STATE DEPARTMENTS

JULY  
2022

HR MANAGERS & ALL STATE  
DEPARTMENTS UTILIZING  
WEBSITE AND TOOLS FOR  
HIRING TEAMS





Nick Omland/DOLIR-website development

Leslie Berhorst, Kyle Heidlage & Uriah Puhse/OA  
ITSD- Interview Question Generator

Several mentors that provided guidance and insight to  
our team!



# QUESTIONS

